HOBO Computer Services – HOBO Help – Helpful Hints/Tip Sheet

How to use Malwarebytes' Anti-Malware:

- 1. Print out these instructions as we will need to close every window that is open later in the fix.
- 2. Download Malwarebytes' Anti-Malware, or MBAM, from the following location and save it to your desktop:

Malwarebytes' Anti-Malware Download Link (Download page will open in a new window)

- 3. Once downloaded, close all programs and Windows on your computer, including this one.
- 4. Double-click on the icon on your desktop named **mbam-setup.exe**. This will start the installation of MBAM onto your computer.
- 5. When the installation begins, keep following the prompts in order to continue with the installation process. Do not make any changes to default settings and when the program has finished installing, make sure you leave both the **Update Malwarebytes' Anti-Malware** and **Launch Malwarebytes' Anti-Malware** checked. Then click on the **Finish** button.
- 6. MBAM will now automatically start and you will see a message stating that you should update the program before performing a scan. As MBAM will automatically update itself after the install, you can press the **OK** button to close that box and you will now be at the main program as shown below.



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- 7. On the **Scanner** tab, make sure the **Perform full scan** option is selected and then click on the **Scan** button to start scanning your computer for infections.
- 8. MBAM will now start scanning your computer for malware. This process can take quite a while, so we suggest you go and do something else and periodically check on the status of the scan. When MBAM is scanning it will look like the image below.

Mahwarebytes' Anti-Mahware	
Malwarebytes' Anti-Malware	
Scanner Protection Update Quarantine Logs Ignore List Settings More Tools About]
Malwarebytes' Anti-Malware is now scanning your system. Please wait until the scan is complete. Scanning registry objects for infection.	-
Objects scanned: 1394 Objects infected: 3	
Scan type: Quick scan Time elapsed: 13 second(s)	
Currently scanning: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class	
Pause Scan Abort S	can
	Exit

9. When the scan is finished a message box will appear as shown in the image below.

Malware	ebytes' Anti-Malware 🛛 🔀
i)	The scan completed successfully. Click 'Show Results' to display all infected objects.

You should click on the OK button to close the message box and continue with the removal process.

10. You will now be back at the main Scanner screen. At this point you should click on the **Show Results** button.

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11. A screen displaying all the malware that the program found will be shown as seen in the image below. Please note that the infections found may be different than what is shown in the image.

Malwareb	ytes' Anti-A	lalware										
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		laiw	areby	tes	Anti	-Man	ware					
		stroying n	laiware, one	byte at a	time.			1.00				
canner	Protection	Update	Quarantine	Logs	Ignore List	Settings	More Tools	About	1			
	Scan resu	dte .										
O	Below is a li	st of malwar	e that Malwarel	bytes' Anti-l	Malware found	on this system	n. Close all appl	ications bef	ore removal	as during rem	noval certain	programs
	may termina	te unexpect	edly.									
Vend		Cate	aon	Berne	BL	EP	NG					^
Roque	ProAntisovy	va Memo	ry Process (:\Docume	nts and Setting	s\All Users\A	oplication Data	Solt Lake	Software\Pr	Antisouwar	e 2009\proa	s2009.exe
Roque	ProAntispyv	va Regis	try Value H	KEY_CUP	RENT_USER	SOFTWARE	Microsoft/Win	ndows\Cum	entVersion\F	un\pro antis	pyware 2009	3
Rogue	ProAntispyv	va Folder		:\Docume	nts and Setting	s\All Users\A	pplication Data	Solt Lake	Software\Pr	Antispywar	e 2009\BAS	E
Rogue	ProAntispyv	va Folder		:\Docume	nts and Setting	s\All Users\A	pplication Data	Solt Lake	Software\Pr	Antispywar	e 2009\LOG	
Rogue	ProAntispyv	va File	(:\Docume	nts and Setting	s\All Users\A	pplication Data	Solt Lake	Software\Pr	Antispywar	e 2009\LOG	\20081021
Rogue	ProAntispyv	va Folder		:\Docume	nts and Setting	s\All Users\A	pplication Data	Solt Lake	Software\Pr	Antispywar	e 2009\SAV	ED 💌
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Hemov	e Selected						Ignor	re	Save	e Lognie		ain Menu
											10	
												Exit

You should now click on the **Remove Selected** button to remove all the listed malware. MBAM will now delete all of the files and registry keys and add them to the programs quarantine. When removing the files, MBAM may require a reboot in order to remove some of them. If it displays a message stating that it needs to reboot, please allow it to do so. Once your computer has rebooted, and you are logged in, please continue with the rest of the steps.

- 12. When MBAM has finished removing the malware, it will open the scan log and display it in Notepad. Review the log as desired, and then close the Notepad window.
- 13. You can now exit the MBAM program.